

## **Redressal Mechanism for telecom service:**

As a first step, the consumer may contact Call Center on toll free Help line numbers given below. In case, the consumer is not satisfied with the redressal of the grievance or complaint not attended within the time limit at call center level he may approach the concerned Nodal Officer. If the consumer is not satisfied with the redressal of the grievance by the nodal officer or not redressed within the time limit, such consumer may, in writing make an appeal to the appellate authority in the prescribed format.

<b>Service Provider</b>	<b>Call Centre</b>	<b>Nodal Officer</b>	<b>Appellate Authority</b>
<b>Airtel</b>	Contact 121 for queries toll free customer Care No:198	<b>Ms.Vassim Unissa</b> Bharathi Airtel Limited, Oceanic Towers, 8 <sup>th</sup> Floor, 101, Santhome High Raod, Chennai -600 028, Tamil Nadu. Email: <a href="mailto:nodalofficer.tn@airtel.in">nodalofficer.tn@airtel.in</a> , Mobile:9952434865	<b>Ms.Radhika Ramesh</b> Bharathi Airtel Limited, Oceanic Towers, 8 <sup>th</sup> Floor, 101, Santhome High Raod, Chennai -600 028, Tamil Nadu Email: <a href="mailto:appellate.tn@airtel.in">appellate.tn@airtel.in</a> Mobile: 9940644865
<b>Vodafone</b>	9843098430	<b>Ms.Ajitha Raj</b> Vodafone Essar Cellular Ltd,1046,Avinasi Road, Coimbatore 641018 Email: <a href="mailto:ajithrajnodal.tn@vodafone.com">ajithrajnodal.tn@vodafone.com</a> Mobile:09943299432	<b>Mr.Thompson Gnanam</b> 1046,Avinasi Road, Coimbatore 641018 Email: <a href="mailto:thompsonappellate.tn@vodafone.com">thompsonappellate.tn@vodafone.com</a> Mobile:09943499434
<b>Idea</b>	Customer care no:12345 Normal Request 198 Complaints - 9092905999	<b>Mr.Nagarajan,</b> Idea cellular Ltd,PSA Fort,Plot No:A1,A2 &b,Nehru Nagar 1 <sup>st</sup> Main Road,Off Old Mahabalipuram Road, Perungudi,Chennai-96 Email: <a href="mailto:grievance.tn@idea.adityabirla.com">grievance.tn@idea.adityabirla.com</a> Mobile:9092817259	<b>Mr.Hari Moorthy</b> Idea cellular Ltd,PSA Fort,Plot No:A1,A2 &b,Nehru Nagar 1 <sup>st</sup> Main Road,Off Old Mahabalipuram Road, Perungudi,Chennai-96 Email: <a href="mailto:appellate.tn@idea.adityabirla.com">appellate.tn@idea.adityabirla.com</a> Mobile:9092493805

<b>Tata Indicom</b>	Local Customer Service Centre (121) from any Tata Indicom prepaid phone. (1281) for public Telephony Booth	<b>Ms.Sripriya N</b> Tata Teleservices Ltd No:14,Manchestar square,Pulliyakulam Rd, Coimbatore 641037 Email: <a href="mailto:nodalofficer.Rotn@tatatel.co.in">nodalofficer.Rotn@tatatel.co.in</a> Mobile:9244236200	<b>Mr.Ramprasad G</b> Tata Teleservices Ltd No:14,Manchestar square,Pulliyakulam Rd, Coimbatore 641037 Email: <a href="mailto:AppellateAuthority.tn@tatatel.co.in">AppellateAuthority.tn@tatatel.co.in</a> Phn:044-6662301
<b>Tata Docomo</b>	Customer Care no:121 9043012345	<b>Mr.Karthikeyan</b> Tata Teleservices Ltd No:40,MT Rajen's Properties, 2 <sup>nd</sup> Floor,Bazzullah Road, T Nagar Ch-17 Email: <a href="mailto:Nodal.tn@tatadocom.com">Nodal.tn@tatadocom.com</a> Mobile:9043000121	<b>Mr.KK Sarathy</b> Tata Teleservices Ltd No:40,MT Rajen's Properties, 2 <sup>nd</sup> Floor,Bazzullah Road, T Nagar Ch-17 Email: <a href="mailto:appellate.tn@tatadocom.com">appellate.tn@tatadocom.com</a> Mobile:9043000122
<b>Reliance</b>	<b>Reliance Mobile</b>  Post Paid-198 &*222 Prepaid- *333&198&30333333 Reliance Hello Post Paid - *222&198&30334343 Prepaid- *396&198&30339696 *333&198&30333333 Corporate Customers *363 & 30336363 Data Card Technical Customer Care 198 &18003005555 GSM Postpaid - *222&198&30333333 Prepaid – *33 &198&30333333 198 is tollfree -*222 &333 chargeable for normal category customers other Network:30334343&3 0333333- Chargeable.	<b>Ms.VenkateswarArumugha</b>  Reliance Communications Ltd, 6 Haddows Road, Nungambakkam,Chennai -6 Email: <a href="mailto:Rcomnodalofficer.tn@reliancead.a.com">Rcomnodalofficer.tn@reliancead.a.com</a> Phn : 044-30352950	<b>Mr.Boban C Mathew</b>  Reliance Communications Ltd, 6, Haddows Road, Nungambakkam,Chennai -6 Email: <a href="mailto:Rcomappellateauthority.tn@relianceada.com">Rcomappellateauthority.tn@relianceada.com</a> Phn:044-30353216

<b>Aircel</b>	Call centre-121(Toll free)	<b>Ms.Sarhath Nazara</b> Aircel 5 <sup>th</sup> Floor,Spencers Plaza 769,Anna salai,Chennai-2 Email: <a href="mailto:nodalofficer_chn@aircel.co.in">nodalofficer_chn@aircel.co.in</a> Phn:044-25324141 Extn 7613	<b>Mr.I.V.J.Pradeep</b> Aircel 5 <sup>th</sup> Floor,Spencers Plaza 769,Anna salai,Chennai-2 Email: <a href="mailto:appellate.chn@aircel.co.in">appellate.chn@aircel.co.in</a> Phn:044-25324141 Extn:7654
<b>BSNL</b>	Helpline(Tollfree Numbers)Landline-198/1500;Broadband -1504;Mobile 1503;Leased Line-12676  <b>Mobile Services</b>	<b>M.Sreedhar</b> <b>Addl.DGM(B&amp;CCS)</b> 238/164, RKN Tele Exch R K Mutt Rd Ch 28 2462 0125(O) 2462 0234(F) Email: <a href="mailto:pg_chngsm@bsnl.co.in">pg_chngsm@bsnl.co.in</a>	<b>S.Leelashankari</b> <b>GM (_WO) CM</b> 24955629(O) 24959810(F) <a href="mailto:gmmobile_chennai@bsnl.co.in">gmmobile_chennai@bsnl.co.in</a> 238/164,R K Mutt Rd Ch 28
	<b>Broadband(Service related)</b>	<b>V.Venkatesan</b> DGM (BBS) 20, Haddows Road Tele Exch, Haddows Road, Ch 6.  2820 3456(O) 2820 4747(F)  Email: <a href="mailto:pg_chnbb@bsnl.co.in">pg_chnbb@bsnl.co.in</a>	<b>N. MohanGM(S&amp;M)CFA</b> 28232233(O) 28213399(F) <a href="mailto:gmbb_chennai@bsnl.co.in">gmbb_chennai@bsnl.co.in</a> 20 Haddows Road Ch -6
	<b>Telephone Revenue (Landline &amp; Broadband billing related)</b>	<b>P.Krishnamurthy</b> <b>DGM (TR &amp; COMP)</b> 6th Flr Anna Rd Tele Exch 10 Dams Road Ch- 2 2859 4849(O) 2851 1302(F)  <a href="mailto:pg_chntr@bsnl.co.in">pg_chntr@bsnl.co.in</a>	<b>K.K.Vel</b> <b>Sr.GM(TR)</b> 28419393(O) 28517575(F) <a href="mailto:ifa_chennai@bsnl.co.in">ifa_chennai@bsnl.co.in</a> 6th Flr,10 Dams Rd Ch- 2
	<b>Circle Level</b>	<b>U.Saraswathi</b> <b>AGM(PG)</b> 78, Purasawakkam. High Road Ch – 10 2641 1300(O) 2641 1685(F) <a href="mailto:pg_chennai@bsnl.co.in">pg_chennai@bsnl.co.in</a>	<b>S.Venkatesan</b> <b>Addl.GM(BP/MIS/CSC)</b> 26403355(O) 26400202(F) <a href="mailto:dgmbpchtd@bsnl.co.in">dgmbpchtd@bsnl.co.in</a> 78, P.H. Road Ch – 10